



BHAGYANAGAR GAS LIMITED
(A JOINT VENTURE OF HPCL & GAIL)

BID DOCUMENT FOR

**HIRING OF MARKETING SUPPORT SERVICES & CUSTOMER
CARE SERVICES ON CONTRACT BASIS FOR BGL AT
HYDERABAD, VIJAYAWADA & KAKINADA GA'S**

**UNDER OPEN DOMESTIC
COMPETITIVE BIDDING**

Bid Document No.: BGL/644/2025-26

VOLUME-II of II

CONTENTS

VOLUME II OF II

Section 7	:	Scope of Work.
Section 8	:	Special Conditions of Contract
Section 9	:	Schedule of Rates

1.0 INTRODUCTION:

Bhagyanagar Gas Limited (“BGL” or “the Company”) is joint venture company promoted by GAIL (India) Limited and Hindustan Petroleum Corporation Limited in August 2003. BGL is operating CNG stations and Pipelines in Hyderabad, Vijayawada and Kakinada in the states of Telangana and Andhra Pradesh.

2.0 SCOPE OF WORK:

The scope of work is to provide services on contract basis at Marketing/CRM, Customer care Services at various locations of BGL as per the requirement. The brief description of duties and responsibilities are as given below. However, final decision on handling of works rests with BGL.

- The scope of Agency's Services shall be to provide different categories of Technically/Functionally qualified outsourced services as and when requested by BGL, to assist BGL in its Marketing/CRM and other Office activities in its administrative & Field Offices at Hyderabad, Vijayawada and Kakinada or at any other location as required by BGL.
- The scope of Services may be increased or decreased by BGL at any time in accordance with the provisions of this Contract.
- Agency understands that BGL is not bound or committed to utilize any specific number of the Agency's services during the contract period, the requirements being purely on as and when required basis.
- **The tentative requirement of services required is mentioned in Annexure-A under different categories is indicative only and the actual services taken may vary from time to time as per the requirement of BGL.**

Annexure– A

Number of services			
SNO	Department	Positions	Proposed resources
1	Marketing (HYD)	Marketing Support Services (Semi skilled)	3
2	CRM Tele callers (HYD)	Customer care Services (Semi skilled)	4
3	Marketing /CRM (VJA)	CRM/Customer care Services (Semi skilled)	1
4	Marketing /CRM (KKD)	CRM/Customer care Services(Semi skilled)	1
	Total		9

2.5 Accommodation / transportation / medical:

The contractor shall make his own arrangement for the accommodation of his work force at respective locations and subsequent transportation arrangement for them from their place of residence to work place or any other place as required and company shall have no obligation in this respect. The company shall not be responsible for providing any medical assistance to the contractor workforce. The Contractor workforce may be transferred to other locations on rotation basis at the sole discretion of BGL requirements; for which no extra payment shall be paid during the entire contract period.

2.6 Discipline:

The Contractor shall be responsible for the discipline and good behaviour of all his work force deployed in the services contracted out and should any complaint be received against any of his employee; he shall arrange to replace such work force within 24 hours of notice issued by the Executive-in-Charge. The decision of the Executive-in-Charge in this matter shall be final and binding on the contractor.

2.7 Sub-letting of contract:

No part of this contract nor any share or interest therein in any manner or extent, will be transferred or assigned or sub-let, directly or indirectly to any workforce / firm or Organization without prior permission of BGL. Works will include working in all 3 shifts including night shifts based on the BGL requirement (on 24x7basis).

2.8 Compliance of Laws:

The Contractor deploying 20 (twenty) or more workforce as contract labour shall have to obtain licence from appropriate licensing authority, if required. The Contractor (which shall include the contracting firm / company) shall be solely liable to obtain and to abide by all necessary licenses from the concerned authorities as provided under the various labour laws legislation's including labour license from the competent authority under the Contract Labour ("Regulation & Abolition") Act 1970 and Acts made thereafter.

The Contractor shall be responsible for necessary contributions towards PF, Family Pension, ESIC or any other statutory payments to Government agencies as applicable under the laws in respect of the contract and workforce deployed by the contractor for rendering services to BGL and shall deposit the required amount with the concerned statutory authorities on or before due dates. The contractor shall obtain a separate PF number from the concerned Regional Provident Fund Commissioner and submit necessary proof of having deposited the employees as well as the employer's contribution to the Provident Fund.

The Contractor shall not engage / deploy any workforce of less than 18 years/above 58 years under this contract and the workforces to be deployed should be physically and mentally fit.

The installation where job is to be carried out may be live and have hydrocarbon environment. Contractor shall comply with all safety and security rules and regulations

and other rules laid down by BGL for its operation. It shall be the duty / responsibility of the Contractor to ensure the compliance of fire, safety, security and other operational rules and regulations by his workforce. Disregard to these rules by the contractor's workforce will lead to the termination of the contract in all respects and shall face penal / legal consequences.

The Contractor shall arrange for insurance of all his worker engaged on the job as per the relevant Acts, rules and regulations, etc. In case by virtue of provisions of worker's compensation Act, 1923 or any other law in force, if BGL has to pay compensation for a workman employed by the Contractor due to any cause whatsoever, the amount so paid by the BGL shall be recovered from the dues payable to the Contractor and / or security deposit.

2.8 (a) LEGAL & STATUTORY RESPONSIBILITY OF THE CONTRACTOR:

2.8 (a) LABOUR LAWS:

- i) No labour below the age of 18 (eighteen) years shall be employed on the Job.
- ii) The Service Provider shall not pay less than what is provided under law to labourers engaged by him on the Job.
- iii) The Service Provider shall at his expense comply with all labour laws and keep the Employer indemnified in respect thereof.
- iv) The Service Provider shall pay equal wages for men and women in accordance with applicable labour laws.
- v) If the Service Provider is covered under the Contract labour (Regulation and Abolition) Act, he shall obtain a license from licensing authority (i.e. office of the labour commissioner) by payment of necessary prescribed fee and the deposit, if any, before starting the Job under the Contract. Such fee/deposit shall be borne by the Service Provider.
- vi) The Service Provider shall employ labour in sufficient numbers either directly or through Sub- Service Provider's to maintain the required rate of progress and of quality to ensure workmanship of the degree specified in the Contract while also ensuring that workman is not stressed due to long hour of working and to the satisfaction of the EIC.
- vii) The Service Provider shall furnish to the EIC the distribution return of the number and description, by trades of the service people employed on the services. The Service Provider shall also submit on the 4th and 19th of every month to the EIC a true statement showing in respect of the second half of the preceding month and the first half of the current month (1) the accidents that occurred during the said fortnight showing the circumstances under which they happened and the extent of damage and injury caused by them and (2) the number of female workers who have been allowed Maternity Benefit as provided in the Maternity Benefit Act 1961 on Rules made thereunder and the amount paid to them.
- viii) The Service Provider shall comply with the provisions of the payment of Wage Act 1936, Employee Provident Fund Act 1952, Minimum Wages Act 1948. Employers Liability Act

1938. Servicemen's Compensation Act 1923, Industrial Disputes Act 1947, the Maternity Benefit Act 1961 and Contract Labour Regulation and Abolition Act 1970, Employment of Children Act 1938 or any modifications thereof or any other law relating thereto and rules made thereunder from time to time.

- ix) The EIC shall on a report having been made by an Inspecting Officer as defined in Contract Labour (Regulation and Abolition) Act 1970 have the power to deduct from the money due to the Service Provider any sum required or estimated to be required for making good the loss suffered by a worker or workers by reason of non- fulfilment of the Conditions of the Contract for the benefit of workers, non-payment of wages or of deductions made from his or their wages which are not justified by the terms of the Contract or non-observance of the said regulations.
- x) The Service Provider shall indemnify the Employer against any payments to be made under and for the observance of the provisions of the aforesaid Acts without prejudice to his right to obtain indemnity from his Sub-Service Provider's. In the event of the Service Provider committing a default or breach of any of the provisions of the aforesaid Acts as amended from time to time, of furnishing any information or submitting or filling and Form/ Register/ Slip under the provisions of these Acts which is materially incorrect then on the report of the inspecting Officers, the Service Provider shall without prejudice to any other liability pay to the Employer a sum not exceeding Rs.10000.00 as Liquidated Damages for every default, breach or furnishing, making, submitting, filling materially incorrect statement as may be fixed by the EIC and in the event of the Service Provider's default continuing in this respect, the Liquidated Damages may be enhanced to Rs.5000.00 per day for each day of default subject to a maximum of one percent of the estimated cost of the Services put to the Contract. The EIC shall deduct such amount from bills or Contract Performance Security of the Service Provider and credit the same to the Welfare Fund constitute under these acts. The decision of the EIC in this respect shall be final and binding.

2.9 General:

The Support services shall be provided as per BGL requirement.

- i) The Contractor shall deploy required number of support services as per Scope of work in terms of the contract. In case required to meet BGL requirements, the Contractor shall augment the same as per direction of Executive-in-Charge.
- ii) The Contractor is required to carry out all services as mentioned in the Scope of Services.
- iii) The Contractor shall allow weekly rest and daily working hours to his as per the Relevant Act / Law / and Rule made there under. However, no work shall be left incomplete / Unattended on any holiday / weekly rest.
- iv) Contractor shall provide Authorised representative to co-ordinate the services on daily basis and to interact with Executive-in-Charge and deployed workforce.
- v) The workers deployed by the Contractor for Marketing Support Services and Customer Care Services etc services for Marketing functions. should be having sound relevant functional professional expertise for supportive services.

- vi) Contractor has to ensure the safety of man and equipment all the times. Damages of Equipment due to negligence will be recovered as per the decision of Executive-in-Charge, which will be final.
- vii) Regarding work completion, the decision of the Executive-in-Charge will be final and binding.
- viii) The Contractor shall make his own arrangements to provide all facilities like boarding and transport etc. to his workman.
- ix) All workforce of the Contractor entering work premises shall be properly and neatly dressed and shall wear uniform, ID cards, badges while working on premises of the company including work sites.
- x) Contractor shall maintain proper record of his working employee's attendance and payment made to them.
- xi) The Contractor's representative / supervisor shall report daily to the BGL Shift-in-Charge or EIC for day to day working.
- xii) All the safety rules and regulations prevailing and applicable from time to time at the installations as directed by BGL will be strictly adhered to by the contractor.
- xiii) The rates quoted by the Contractor must be inclusive of all taxes, duties, Goods service tax, work contract tax and any other levies, contractor's share of P.F. and insurance charges, contractor's profit and any other expenditure etc.
- xiv) It will be the responsibility of the Contractor to pay as per the minimum wages as directed by RLC (Regional Labour Commissioner-Central) at any point of time in line with Minimum Wage Act 1948.
- xv) The services shall be provided in terms of shift pattern on the round the clock basis. The Contractor is responsible to provide effective and efficient services in all shifts and assure that there is no disruption in the services for want of any resources.
- xvi) All the jobs mentioned under scope of services shall be carried out as per SOP, work procedure documentation and as per the guidelines / direction of Executive- in-charge or authorized representative.

3. DURATION OF CONTRACT

The Agency shall provide the services for a period of twelve months (12 Months) with effect from the date of issue of FoA or from the date specified in FoA / LoA, after which the term of services can be further extended as per BGL requirement, on the same rate, terms & conditions, if required.

4 PERFORMANCES OF SERVICES:

- A) Agency warrants that the workforce offered by it under the Contract will be qualified, experienced and capable of doing work Services mentioned in the contract and as per BGL's requirement.

- B) The resources proposed to be deployed by the Agency should possess the requisite qualification and experience to the satisfaction of BGL. The contractor shall provide such credentials in proof of the same and obtain necessary permission before deployment.
- C) In case the Agency is not in a position to provide resources of suitable expertise from its existing bench / resource-bank, they may augment their talent pool at its own cost to meet the contract obligation. While doing so, the contractor may select candidates from across the country (through newspaper advertisement) on the Agencies payroll.
- D) If any of the services provided is reported to be not up to the mark in respect of performance / behavior / conduct, the Agency shall immediately withdraw him from the office / site of BGL and arrange for a suitable replacement immediately so that the work is carried out un-interrupted. No additional payment shall be made to the Agency for such replacement of service.
- E) In order to meet the job requirement, the workforces deployed by the Agency may be required to proceed to any location as part of the contract obligation.
- F) Agency shall forward to BGL a copy of the appointment letter issued to its workforce for deploying them in BGL on contract basis
- G) The requirement is on need basis and shall be intimated from time to time. The period of deployment shall initially as require by BGL from the date of joining duty. This could be further extended / reduced depending upon the requirement of the job. Provided further that the deployment of workforce shall be co-terminus with the completion of the project for which the workforce is deployed on contract basis or on completion of the contract period whichever is earlier.

5 HOLIDAYS AND WORKING HOURS:

The Agency shall deploy the required workforce to provide the requisitioned Services on monthly basis, unless requisitioned for a shorter duration. This workforce shall be entitled to one weekly off; to be scheduled by the Agency in consultation with BGL. Further, off shall be allowed as per contractor's guidelines, 24x7 services shall be manned at all time including Sundays/holidays. They shall observe 8 hours of working per day, to be scheduled by the Agency in consultation with BGL. Generally, the working hours would be in accordance with those applicable to services offered.

6 PAYMENT FOR LEAVE PERIOD

For each contract work force BGL shall admit payment of absence @ 1.25 days per calendar month on account of leave sanctioned by the Agency. Cumulative basis, a maximum of 15 days over a period of 12 months, at the end of which such cycle for payment of leave period shall start afresh).

- i) One day leave can be taken in two half day leaves.
- ii) Leave cannot be accumulated for more than a year.

- iii) The leave will be granted by the Agency after obtaining the consent of EIC. Unauthorized absence shall be taken very seriously.
- iv) Casual Leaves (12 days in a calendar year) cannot be encashed and are to be availed before the end of calendar year.

BGL shall not be liable to make payment in respect of absence of any such deployed workforce for any reason whatsoever, save and except as provided in clauses 5&6 as above.

7.0 Proposed services:

The contractor has also to consider the financial liability towards special quarterly allowance while submitting the bid price. Such allowance to be released to work force on quarterly basis. These rates will remain fixed. No direct payment, whatsoever, shall be made to Agency's workforce by BGL.

The hiring of services mentioned below.

Proposed Services			
Sl No.	Department	Positions	Proposed resources
1	Marketing (HYD)	Marketing Support Services (Semi skilled)	3
2	CRM Tele callers (HYD)	Customer care Services (Semi skilled)	4
3	Marketing /CRM (VJA)	CRM/Customer care Services (Semi skilled)	1
4	Marketing /CRM (KKD)	CRM/Customer care Services(Semi skilled)	1
Total			9

- 7.1 **Increment in monthly emoluments:** The monthly emoluments indicated for above services are based on Orders of Government of Andhra Pradesh (Go AP) / Government of Telangana (GoTS) /Central Minimum wages, whichever is higher. Whenever GO's revises the applicable emoluments / wages, same shall be implemented by the Agency with immediate effect from the date of issue of such Order by GO's.
- 7.2 The contractor has to pay Special Allowance as mentioned in SOR as applicable to the contract worker, which will be intimated by EIC based on experience and other factors of the worker to meet the salary fitment. These rates will remain fixed. No direct payment, whatsoever, shall be made to Agency's workforce by BGL.
- 7.3 SOR rates remain fixed. Whenever there is change in the minimum wages the same will have to be made by the contractor to the workers and the differential amount claimed separately from BGL.

- 7.4 The value of work under this contract shall be as per quantities mentioned in the SOR. Actual work may vary to any extent plus or minus to the attached quantities and the contractor must do so as per BGL's requirement. The quoted rates comply all applicable for Minimum wages revisions by Regional Labour Commissioner (Central), statutory taxes and duties during the period of contract.
- 7.5 The contract may be terminated at any time during the contract period without assigning any reason and by giving One Month notice to the contractor by the Executive-in-charge as per the requirement of BGL.
- 8.0 Inter City Travel:**
Whenever there is any business requirement by BGL, the Contract workers may be required to travel from their city of work to another city. In such cases, they will be entitled to Bus/Sleeper train Fare and Lodging (if night stay is required). Hotel charges not exceeding Rs.1000/- per day. Same will be paid by the Contractor, which will be reimbursed on production of original bills.
- 9.0 RELOCATION EXPENSE:**
Generally, relocations shall not be carried out upon deployment of Agency workforce in a particular location. BGL shall not pay any relocation expenses to its hired workforce, in case he / she is relocated to other locations as required by BGL.
- 9.0 INITIAL MOBILIZATION / DEMOBILIZATION EXPENSES:**
Agency shall be responsible for meeting all the expenses for mobilization and demobilization of its workforce including rail fare up to the office/project site at the time of joining duty and back on completion of assignment. Mobilization period is 02 (Two) weeks.
- 11.0 SECRECY**
The work force deployed to work at any of the offices/ sites of BGL shall discharge their job with due sincerity & care and shall observe complete confidentiality in respect of all information, data, technical information/ knowledge pertaining to and / or owned by BGL and / or any party associated BGL in respect of the job in any capacity or relationship, and shall not disclose any such information, drawing, design, report, etc., in part or in full, to anybody without explicit authorization and / or instruction of Competent Authority / respective Controlling Officer of BGL. The Agency shall furnish an undertaking to this effect signed by each such deployed workforce, countersigned by the authorized representative of the Agency.
- 12.0 COMPLIANCE BY THE AGENCY & AGENCY WORKFORCE:**
- 12.1 All drawings, documents, data, specifications, standards, manuals etc. issued or made available to Agency's workforce shall be used only for the performance of SERVICES as explained to the Agency's workforce and shall be returned by Agency's workforce to BGL without retaining any copies thereof.

- 12.2 Agency's workforce shall follow the applicable safety / security rules of BGL and be responsible for the security and protection of any of BGL's materials and equipment being used by Agency or its workforce in the performance of the SERVICES and shall take all reasonable precautions to protect such materials and equipment from loss or damage. AGENCY shall be held accountable for all such materials and equipment not consumed or used in providing the SERVICES.
- 12.3 Agency and its employees shall comply with BGL's health, safety & security rules and regulations including any subsequent changes or instructions whenever applicable as may be issued from time to time concerning health, safety & security.
- 12.4 Unless otherwise specified in the Contract or agreed between the parties, Agency shall be solely responsible for and, where applicable, shall provide at its own cost and expense all facilities as may be required for its workforce to perform the SERVICES. Without prejudice to Agency's responsibility to ensure that each of its employees satisfies all statutory and other requirements to perform SERVICES assigned by BGL. BGL will, upon written request, provide such assistance to Agency's workforce deployed in BGL as may be reasonably required by them for arranging such facilities.
- 12.5 All medical treatment or hospitalization of Agency's workforce including medical examinations, vaccinations and inoculations shall be provided by Agency at its own cost and expense. The Agency is required to take, at its own cost, Medical Insurance as per workmen compensation Act for each of their workforce deployed in BGL. Agency shall submit same copy of the documentary evidence to this effect (along with list of work force) at the time of raising 1st invoice and whenever required by BGL and the same amount shall be claimed separately from the BGL. This provision shall be applicable for workforce not covered under Employee State Insurance Act, 1948.
- 12.6 Agency shall have no claim for extra payment nor shall be relieved from its obligation under the Contract as a result of any lack of knowledge as to the nature of the work site, local facilities, labour conditions and practices or similar matters affecting performance of the SERVICES.
- 12.7 If BGL so demands in writing, Agency shall promptly remove from the performance of SERVICES, at Agency's own cost, any of its workforce who are not cooperative, are careless or are not qualified to perform the work assigned to them or for any other reasonable cause. Agency shall, at its own cost, provide acceptable substitutes, if so, requested by BGL. If Agency desires to remove any of its workforce for any reason whatsoever, they shall do so only with prior consent of BGL, at its own cost and only after providing suitable substitute acceptable to BGL.
- 12.8 If it is desired to discontinue the SERVICES of any of workforce deployed by the Agency in BGL it will be so by giving two weeks advance notice on either side or by mutual consent. However, if discontinuance of any of Agency workforce is considered necessary for reasons of unsatisfactory performance / misconduct / disciplinary grounds, no notice shall be required. BGL may require replacement of such workforce by a competent workforce at the cost of the Agency. No payment for travel for going back, etc. shall be payable.

- 12.9 Agency shall keep full and detailed accounts and records of costs and charges relating to the Contract. BGL shall have the right to examine during business hours at all places where SERVICES are performed or relevant information is maintained, any document, accounts, records, reports etc., which pertain to SERVICES in order to satisfy itself that (a) the charges made by Agency are properly computed in accordance with the provisions of Contract and (b) Agency has complied with all agreed procedures.

13.0 PAYMENT TOWARDS SERVICES

- 13.1 In consideration of the SERVICES provided by Agency pursuant to the Contract, BGL shall pay to Agency such remuneration as is specified or computed in accordance with the provisions of Schedule of Rates.
- 13.2 The number of hours put in by Agency workforce shall be booked in BGL prescribed Time Sheets as instructed by BGL officers supervising the work who will approve the Time Sheets. Agency shall submit monthly invoice along with supporting documents including BGL approved time sheets, PF / ESI Challan (if applicable), GST payment Challan (if any), Proof of Payment made to the Agency's workforce. Payment shall be made by BGL within fifteen (15) days after receipt of invoice with complete documents.

Payment for part of the month will be calculated on pro-rata basis depending upon the actual days-worked in particular calendar month.

- 13.3 All payments to Agency under the Contract will be made by direct transfer to a bank nominated by Agency and acceptable to BGL. Agency shall give the name of the bank and account number for the purpose of making payments by BGL.
- 13.4 The GST, as applicable, shall be reimbursed as per actual.

14.0 AGENCY'S REPRESENTATIVES, RECORDS AND REPORTS

- 14.1 Once the Contract comes into force, Agency shall designate a competent authorized representative acceptable to BGL to represent and act for and on behalf of Agency in all matters concerning performance of SERVICES and shall inform BGL in writing of the name and address of such representative. All notices, determinations, directions, instructions and other communications given to Agency's authorized representative by BGL shall be deemed to be given to Agency. Agency may change its authorized representative by so intimating BGL in writing.
- 14.2 Agency shall maintain a record of the SERVICES performed, as well as of the workforce assigned to carry out the relevant SERVICES.

15.0 LIABILITY, INDEMNITY AND INSURANCE

- 15.1 Agency and its workforce shall exercise all reasonable skill, care and diligence in the discharge of their obligations under this Contract. Agency shall in any case of negligence or default on part of its workforce, be responsible for satisfactory performance or re-performance, as the case may be, of such SERVICES as are found to be defective, at no cost

to BGL and without delay, whatever performance or re-performance of the SERVICE is required by BGL which is a result of error / default / negligence of its employees. Such liability / obligation shall remain in force for 6 months from the receipt of completion certificate from BGL.

- 15.2 Agency shall indemnify BGL, its employees and agents and hold them harmless from and against all claims,

actions or proceedings brought or instituted against any of them by Agency's workforce or agents or any other party arising out or relating to the performance of the SERVICES by the Agency, for injury or death to its workforce and damage or loss to its property.

- 15.3 Agency shall indemnify BGL and hold it harmless from and against any liability for any accident, death or injury to Agency's employees or Agents and against any loss or damage to any property belonging to Agency, its employees or agents caused by BGL its employees or agents arising out of or in connection with the performance of the SERVICES and such indemnity and holding harmless shall extend to all costs, claims, demands and damages connected with such liability, loss or damage as aforesaid.

- 15.4 During the performance of SERVICES hereunder, Agency shall take out, carry and comply with the applicable laws, regulations, standards and safety rules prevailing at the place of deployment, some of them as listed below:- - Ensuring that appropriate insurance, as required by law exists for workman's compensation, employer's liability, public liability, motor-vehicle, third party and that adequate cover extending to the risk and events referred to in this clause covering all employees of Agency for statutory benefits as set out and required by local law in the area of operation or area in which Agency may become legally obliged to pay benefits for bodily injury or death.

BGL shall have no responsibility whatsoever for any loss of or damage to any property or workforce effects belonging to Agency's employees or agents. Without limitation to Agency's obligations and responsibilities for the period of contract, Agency shall cause its insurers to waive rights of subrogation against BGL and / or BGL's Clients.

- 15.5 Agency shall submit the copies of insurance policies and make available to BGL for examination the original policies issued in compliance with this requirement.

- 15.6 All deduction or liabilities in excess of the indemnities provided under the insurances arranged by Agency as required hereinabove shall be to the account of and be paid by Agency.

16.0 SPECIFIC JOB DESCRIPTION:

No. of services required for each location is mentioned in detail and responsibilities of the service is same as mentioned below.

Department: Marketing

16.4 (a) Marketing Support Services/CRM

Nos	:	5
BGL HO, Hyderabad	:	03
Vijayawada	:	01
Kakinada	:	01
Qualifications	:	Degree with Customer interaction related experience of minimum 2 years.

Duties and Responsibilities:

- Collection of Payment from PNG customers.
- Collecting and compiling meter readings of PNG connections in various locations.
- Depositing cash or cheques in various banks.
- Preparing invoices and pay sheets and other related PNG/ CNG works.
- Attending to the PNG / CNG customers telephone calls and directly (or) in consultation with the respective department.
- Posting necessary entries in system software.
- Update records and correspondences.
- Maintain all necessary documents related to PNG/CNG
- Assist Sr. Management team as and when required
- Carrying out Marketing related jobs as directed by marketing division etc.
- Jobs assigned from time to time.

To do the above mentioned job contractor has to provide a minimum graduate having minimum of 02 years' experience in marketing of industrial, City gas distribution companies or oil & gas, power plants, chemical industries and these work force has to be paid in Skilled category having experience of 2 years, 2 years and above other special Allowance applicable for fitment of salary as mentioned below.

16.4(e) Customer care Services

Nos	:	04
BGL HO, Hyderabad	:	04
Qualifications	:	Degree with Customer interaction related experience.

Duties and Responsibilities:

- Maintaining data bank of PNG customers (domestic, commercial and Industrial). The details include CRN No, Address, Ph no, security deposit paid along with details of the security deposit.
- Keeping track of all the payments received against each CRN number
- To make telephonic calls and ensure conversions
- To maintain Excel/Word formats provided by BGL.
- Related jobs assigned from time to time.



Bhagyanagar Gas Ltd.
Limited

**Hiring of Marketing Support Services and Customer
Care Executives for BGL at Hyderabad, Vijayawada
and Kakinada Locations**
Bid Document No: BGL/644/2025-26

Volume II of
II

To do the above mentioned job contractor has to provide a minimum graduate having minimum of 02 years' experience in inventory management of City gas distribution companies or oil & gas, power plants, chemical industries and these work force has to be paid in Semi Skilled category having experience of 2 years, 2 years and above other special Allowance applicable for fitment of salary as mentioned below.



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Volume II of
II

SECTION-8

SPECIAL CONDITIONS OF CONTRACT

SPECIAL CONDITIONS OF CONTRACT (SCC)

1.0 GENERAL INFORMATION: -

BGL is in the CGD business and there is an extraordinary demand on service requirements that COMPANY engages a specialized agency to provide specialized services unconnected to its core activities of business.

1.1 In case of an irreconcilable conflict between Indian or other applicable standards, General Conditions of Contract, Special Conditions of Contract, Specification, Drawings or Schedule of Rates, the following shall prevail to the extent of such irreconcilable conflict in order of precedence:

- i. Letter of Acceptance/ LOI along with Statement of Agreed Variations.
- ii. Schedule of Rates as enclosures to Letter of Acceptance
- iii. Special Conditions of Contract
- iv. Service descriptions
- v. Instruction to Bidder
- vi. General Conditions of Contract
- vii. Indian Standards
- viii. Other applicable standards

1.1 The Special Conditions of Contract shall be read in conjunction with the General Conditions of Contract, Schedule of rates, specifications, drawings and any other documents forming part of contract whatsoever context so requires. Notwithstanding the sub-division of the documents into these separate sections and volumes. Every part of each shall be deemed to be supplementary to and complementary of every other part and shall be read with and into the CONTRACT so far as it may be practicable to do so.

1.2 Where any portion of the General Condition of Contract is repugnant to or at variance with any provisions of the Special Conditions of Contract, unless a different intention appears, the provisions of the special Conditions of Contract shall be deemed to over-ride the provisions of the General Conditions of Contract and shall to the extent of such repugnancy, or variations, prevail.

1.3 Wherever it is mentioned in the specifications that the CONTRACTOR shall perform certain WORK or provide certain facilities, it is understood that the CONTRACTOR shall do so at his cost and the VALUE OF CONTRACT shall be deemed to have included cost of such performance and provisions, so mentioned.

1.4 The materials, design, and workmanship shall satisfy the relevant INDIAN STANDARDS, the JOB SPECIFICATIONS contained herein and CODES referred to. Where the job specification stipulate requirements in addition to those contained in the standard codes and specifications, these additional requirements shall also be satisfied.

1.5 Non-familiarity with site condition and unawareness of General Condition of contract will not be considered a reason either for extra claim or for not carrying out work in strict conformity with drawings and specifications.

2. Failure in mobilizing resources:

If Service Provider fails to timely commence provision of all or any of the Services on the date specified by Bhagyanagar Gas Limited for such commencement, Bhagyanagar Gas Limited shall, without prejudice to any other right or remedy available to Bhagyanagar Gas Limited, be entitled to recover from the Service Provider by deduction from the invoice(s) of the Service Provider or Security Deposit or otherwise with respect to the Service(s) which are not commenced, liquidated damages as specified below which have been worked out and are acknowledged by the parties to be a genuine pre-estimate of the damage likely to be caused to Bhagyanagar Gas Limited for each week of delay in commencement of any Service (s) :

- | | |
|--|--|
| 1. For the first week of delay or part thereof in commencement of any service (s) | ½% (half per cent) of the annualized price(s) of the relative service(s) which have not been commenced worked out on the basis of the price(s) thereof as specified in Scope of Work hereof. |
| 2. For the second week of delay or part thereof in commencement of any service(s). | 1% (one per cent) of the annualized price(s) of the relative service(s) which have not been commenced worked out on the basis of the price(s) thereof as specified in Scope of Work hereof. |
| 3. For the third week of delay or part thereof in commencement of any service(s). | 1 ½% (one and one-half per cent) of the annualized price(s) of the relative service(s) which have not been commenced worked out on the basis of the price(s) thereof as specified in Scope of Work hereof. |
| 4. For the fourth week of delay or part thereof in commencement of any service(s). | 2% (two per cent) of the annualized price(s) of the relative service(s) which have not been commenced worked out on the basis of the price(s) thereof as specified in Scope of Work hereof. |

If the contractor is still not able to mobilize its resources, then the contract will be terminated by giving a notice to this effect to the contractor without stipulating requirement of 30 days' notice period to the contractor.

3. The total liquidated damages payable by and recoverable from the Service Provider for the delay in commencing any Service(s) shall not exceed 5% (five per cent) of the annualized price of Service(s) as specified in Scope of Work hereof in relation in which the delay has occurred.
3. It is recognized that there may be Deficiency in the performance by the Service Provider with regards to one or more of the Services required to be performed under the Scope of Work, the consequences whereof may not be quantifiable. With a view to discourage such deficiency in the performance of any Service(s) by the Service Provider, it is agreed that for each Deficiency as determined by COMPANY in any Service(s) to be performed by the Service Provider, COMPANY shall be entitled to a discount of Rs. 5,000/- (Rupees One Thousand only) per day in the price during the period of the contract subject to a maximum of 10% of total value of the contract. In addition, in case, there is any shortfall in services in terms of minimum requirement of man-days as

mentioned in Scope of Work/SCC, based on the actual deployment of manpower, proportionate deduction towards wages shall be effected from the bills of the contractor.

4. Expression "**Deficiency**" shall mean a deficiency in the availability of services including deployment of minimum number of manpower as mentioned in the Scope of Work, quality or the efficiency of any Service (s) at any time as determined by COMPANY (whose decision shall be final and binding on the Service Provider), provided that prior to arriving at such a decision, COMPANY shall give the Service Provider a show-cause notice setting out the Deficiency or Deficiencies observed, and give the Service Provider an opportunity of 7 (seven days) within which to make a representation in respect thereof. If any such representation is made, COMPANY shall take cognizance of the same before taking a final decision.
5. The Service Provider shall maintain all the Reports, Returns, proforma and other prescribed documents as prescribed under all the applicable Labour Legislations and COMPANY shall have the right to satisfy itself in this regard at any point of time. Each default by the Service Provider shall entitle the COMPANY to recover from the Service Provider by deduction in the invoice(s) of the Service Provider or from the Security Deposit or otherwise a sum of Rs. 5,000/- (Rupees Five Thousand Only) per default. Any incident will be happened with worker fine is applicable Rs.500/- per incident.
6. If the Deficiency with respect to any Service(s) (but not in respect of all the Services), shall continue for such period or in such manner as to cause COMPANY to decide (COMPANY's decision in this behalf being final and binding on the Service Provider), COMPANY may, without prejudice to its right to price discount in respect thereof as provided herein above and without prejudice to its right to terminate the Contract hereof, terminate the Service(s) in respect of which the Deficiencies have occurred and get such Service(s) performed at the risks and costs of the Service Provider for a period equivalent to the unexpired period of the Contract hereof if COMPANY has given a written notice to the Service Provider of such deficiency (ies), and the Service Provider has not within 7 (seven) days of receipt of such notice taken steps satisfactory to COMPANY to rectify the Deficiency (ies).
8. "Service" shall comprise Scope of Work as attached.
9. "Location(s) shall be as defined in the Scope of Work.
10. **ENGAGEMENT:** COMPANY hereby engages Service Provider to provide the Services at the Locations and for the Period from issuing of FOA or commencement of work order (dd/mm/yyyy) to one year (dd/mm/yyyy) subject to the terms and conditions hereinafter specified (The contract period is from the actual commencement of work order including mobilization period).
11. **MANDAYS:**
 - a) Minimum requirement of mandays: *"number of mandays to be defined as per requirement and Scope of Work."*
 - b) Qualification and experience of manpower deployed: *"to be defined as per requirement and Scope of Work."*

- c) Service Provider shall ensure that his personnel deputed for or in connection with the provision of the Services shall be:
- (I) trained, experienced and competent to do the jobs for which they are assigned.
 - (II) well dressed, well groomed, neat and tidy and presentable to a standard reasonably required for the particular Service(s) for which they are assigned, and where required, shall be equipped with and wear distinctive uniforms in keeping with their positions as will identify and distinguish them,
 - (III) polite, respectful and courteous to all persons with whom they deal/ interact.
- d) Service Provider shall provide at all times such supervisory personnel as are required to ensure observance of and compliance with the provisions of sub-clause (a) above by the Service Provider's personnel deputed to the Location(s) for and/or in connection with providing Services pursuant thereto, for the distribution of work/ job amongst such personnel and for controlling and supervising the performance of the works/ jobs by them, and for ensuring deployment of substitutes (if and when necessary), and to gauge and understand on a continuous basis the requirements of COMPANY in relation to the Services and to communicate with COMPANY's Personnel for the purpose, and to ensure due, timely and proper performance of the Services.

12. GATE/ ENTRY PASS OR AUTHORISATION:

Entry to the offices is restricted and is subject to appropriate entry authorization in the prescribed format of a Gate Pass or any other entry authorization w.r.t police verification as per instruction of Security department from time to time. Similarly entry for material/ equipment's/ tools/ tackles etc. is restricted & subject to entry authorization by security department.

STANDARD CONDITIONS OF SCC: PART I

a) Compliances under various Labour Laws:

The contractor has to fully comply with all applicable laws and regulations passed, modified and notified from time to time by the central, state and local government agencies/authorities. Specific attention of the contractor is drawn to the following obligations:

i. The Minimum Wages Act 1948 :

- a) During the tenure of the contract, the Contractor must ensure the payment of wages as per the Minimum Wages including any revision as notified by the Central Government or State Government whichever is higher.
- b) **Wage period and monthly wages:** Wage period shall be monthly and wages for a month will be calculated by multiplying daily rate of Minimum Wages by 26. The monthly wages include the wages of the weekly days of rest as applicable to the office/establishment of COMPANY. Deduction in case of any days of absence other than weekly days of rest shall be calculated using the following formula:

Deduction = days of absence x (monthly wages / number of days in the relevant month)

- c) *The contractor shall bear any upward revision in the rate of Minimum Wages, from time to time at its own cost during the Contract Period. Revised amount (with increase) will be claimed by the contractor in the subsequent month bill.*

- ii. **Weekly off and Gazetted Holiday (GH):**
Weekly off and GH (03) shall be observed as per establishment norms.
- iii. **Leaves:**
The Contractor has to comply with all the applicable provisions of Casual Leaves/ Earned leaves/ Leave with wages/ or any other kind of paid leave in terms of applicable labour legislations. The contractor has to consider the financial liability towards such leaves while submitting the bid price.
- iv. **The Payment of Wages Act 1936:**
The contractor should disburse monthly wages **through e-banking / digital mode through cashless transaction only**, and avoid illegitimate deductions and maintained records /returns as prescribed. The contractor shall be solely responsible for the payment of wages and other dues to the personnel, if any, deployed by him latest by 7th day of the subsequent month in the presence of Executive In-Charge or authorized representative. After disbursement of wages, the representative of the contractor and Executive In-Charge/authorised representative have to certify the payment of wages to the contract workers and sign the Wage Register - Form B (under The Ease of Compliance to Maintain Registers under various Labour Laws Rules, 2017) with specific seal detailing name/designation/Company.
- v. **The Employees Provident & Miscellaneous Provisions Act 1952:**
 - a) The contractor shall have his own PF code no. with the RPFC as required under Employee PF & Miscellaneous Provisions Act, 1952.
 - b) The contractor has to ensure compliance and extend benefits under Employees' Provident Fund Scheme 1952, Employees' Pension Scheme 1995 & Employees' Deposit Linked Insurance Scheme 1976 to the contract workers deployed by him.
 - c) The contractor should submit copies of **separate e-Challans / ECR, in respect of contract workers engaged through this contract only**, with acknowledgement from PF office, on a monthly basis. **Common challans would not be acceptable in COMPANY.**
 - d) **PF is mandatory irrespective of number of contract labour deployed by him under this contract. PF is also mandatory even if the wage payment to the contract labour is exceeding the prescribed monthly wage ceiling under EPF Act and in such case the liability of the contractor towards his contribution shall be limited to the prescribed monthly wage ceiling notified from time to time.**
 - e) In case the contractor deploys any "International Worker", the contractor should also make compliance under para 83 of EPF Scheme, 1952 i.r.o the **"International Workers"** and must register on the **International Worker Portal of EPFO.**
- vi. **The Employees State Insurance Act 1948: (If applicable)**
 - a) The contractor shall have his own ESI code No. allotted by Employee State Insurance Corporation (ESIC) as required under Employee State Insurance Act 1948.
 - b) The contractor has to arrange **Smart Cards (i.e. ESI Identity Card) /e-Pehchan Card** to contract labours engaged by him from the Corporation.

vii. **A) The Employees Compensation Act 1923 and Medical Policy in lieu of ESI:**

In case the WORK PLACE is out of the notified coverage area under ESIC i.e. ESIC is not implemented in the area **or** in case of excluded employees under ESIC, the Contractor is required to take:

- a) a POLICY from IRDAI approved Insurance Company taking into consideration the maximum **compensation liability** as per provisions of Employee Compensation Act, 1923 (present maximum compensation liability is Rs. 10.86 Lakhs per contract labour) **and**
- b) additional **Group Medi-claim Policy** towards **medical expenses liability** to provide coverage to beneficiaries as applicable under ESI Act.

The contractor has to provide coverage for the entire period of contract and the insurance premium charges for obtaining the above policies shall be borne by the contractor from the employer's contribution which is 3.25 % of minimum wages of the for the period of contract.

B) Group Personal Accident Insurance Policy: The contractor to take a group personal accident insurance policy for the entire period of contract covering all contract labour deployed under the contract. The insurance premium charges for obtaining such policy shall be borne by the contractor with an annual premium @ 4% of monthly minimum wages (applicable at the commencement of the contract). (The charges are payable or reimburse to the contractor on actuals by producing invoice or bill).

viii. **The Payment of Bonus Act, 1965**

Contractor to ensure payment of bonus as per the provisions of the Act

- ix. The contract should also fully comply with all applicable laws and regulations including, but not limited to the following legislations:

- The Factories Act, 1948 and The Shops & Establishment Act, 1948;
- The Maternity Benefit Act, 1961;
- The Building and Other Construction Workers (Regulation of Employment and Conditions of Service) Act 1979 & Building and Other Construction Workers Welfare Cess Act, 1996
- The Inter State Migrant Workmen (RECS) Act 1979: (if applicable);
- The Payment of Gratuity Act 1972.
- In case of Death or permanent disablement of a Contract worker during execution of work under the contract, Contractor has to pay the GRATUITY as per provision under the Payment of Gratuity Act 1972 and submit proof of disbursement to claim reimbursement from COMPANY.

x. **Contract Labour (R&A) Act, 1970 :**

- a. The contractor is required to obtain Labour license under the provisions of *Contract Labour (R&A) Act, 1970* from the office of Licensing Officer, Central Labour Authority, Ministry of Labor and Employment, Govt. of India having jurisdiction of the Region.

- b. The contractor shall discharge obligations as provided under Contract Labor (R&A) Act, 1970 rules and regulations framed under the same and enforced from time to time.
- c. The Contractor shall ensure regular and effective supervision and control over the deployed contract workers and give suitable direction for undertaking the Contractual Obligations and meeting all the required statutory obligations.
- d. The contractor is solely responsible for payment of wages to each worker employed by him as contract labour and such wages shall be paid before the expiry of such period as may be prescribed.
- e. It shall be the duty of the contractor to ensure the disbursement of wages in the presence of the authorized representative of COMPANY i.e. Principal Employer.
- f. In case the contractor fails to make payment of wages within the prescribed period or makes short payment, then COMPANY, as Principal Employer, will make payment of wages in full or the unpaid balance due, as the case may be, to the contract labour employed by the contractor and recover the amount so paid from the contractor either by deduction from any amount payable to the contractor under any contract or as a debt payable by the contractor.
- g. Registers/document to be maintained by the contractor:
 - i. Employee Register in FORM A
 - ii. Wage Register in FORM B
 - iii. Register of Loan / Recoveries in FORM C
 - iv. Attendance Register in FORM D
 - v. Register of rest/leave/leave wages in FORM E
 - vi. Copies of Wage Slips in FORM XIX.
 - vii. Copies of Employment Card in FORM XII
 - viii. Online Returns

b) Additional Responsibilities of the Contractor:

- i. The contractor shall be solely responsible and indemnify the COMPANY against all charges, dues, claim etc. arising out of the disputes relating to the dues and employment of personnel, if any, deployed by him.
- ii. The contractor shall indemnify COMPANY against all losses or damages, if any, caused to it on account of acts of the personnel deployed by him.
- iii. The contractor hereby agrees to indemnify owner / COMPANY and harmless from all claims, demands, actions, cost and charges etc. brought by any court, competent authority / statutory authorities against owner/COMPANY.
- iv. The contractor shall also indemnify COMPANY for any action brought against him for violation, non-compliance of any act, rules & regulation of center / state / local statutory authorities.
- v. All personnel deployed by the contractor should be on the rolls of the contractor.
- vi. No contract worker below the age of 18 years and above age of 58 years shall be deployed on work.

- vii. The personnel to be deputed by the contractor shall observe all security, fire and safety rules of COMPANY while at the site/work. His Work/Services will be supervised by the supervisors of contractor. Contractor has to be strictly adhering to guidance, instruction whenever required. A copy of the work order should be with the Security Department for facilitating the movement of men, machine and materials involved in the contract. At no point of time COMPANY official should issue requisition to the Gate for movement of labour.
- viii. **Police Verification:**
- a) The Contractor/Agency (including his sub-contractors/Petty Contractors etc) will undertake police verification in respect of the contract workers engaged by him in COMPANY's premises. Such verification will have to be carried out from concerned police station of their permanent place of residence/present place of residence.
 - b) Further, the Contractor/agency is advised not to deploy any person having past criminal record in the establishment/premises of COMPANY under this contract awarded to him.
 - c) In the event of violation of above clauses at (a) and (b), the contractor/agency will be solely responsible for this.
 - d) If any such worker having criminal record is deployed by the Contractor/Agency in the premises of COMPANY and has come to the notice of COMPANY at any point of time, he will be removed by the Contractor/Agency forthwith, failing which that particular worker of the Contractor/Agency will not be allowed to enter into the premises of COMPANY.
- ix. While confirming to any of these conditions, the contractor should ensure that no law of state regarding labor, their welfare, conduct etc is violated.
- x. All existing and amended safety / fire rules of COMPANY are to be followed at the work site.
- xi. In case of accident, injury or death caused to the contract workers while executing the Work under the contract, the contractor shall be solely responsible for payment of adequate compensation, insurance money etc. to the next kith & kin of injured / diseased. Contractor shall indemnify COMPANY from such liabilities.
- xii. The contractor shall not employ or permit to be employed any person suffering from any contagious, loathsome or infectious disease. The contractor shall get examined the deployed contract workers from a civil Govt. doctor.
- xiii. No contract workers or person of contractor (including contractor) be allowed to consume alcoholic drinks or any narcotics within the plant premises. If found under the influence of above, the owner / COMPANY will terminate the contract immediately and may refer the case to police.
- xiv. While engaging the contractual manpower, the contractor is required to make efforts to provide opportunity of employment to persons belonging to Schedule Caste, Schedule Tribe and Other Backward Caste in order to have a fair representation of these sections.

- xv. The Contractor to maintain all Registers and other records in an office within the precincts of the work place or at a place **within a radius of three kilometers**.
- xvi. Contractor shall provide proper **Bio-metric Employment cards (FORM XII)** for the contract labour to be deployed by him for Work/Services, duly signed by the contractor or authorized person on behalf of contractor.
- xvii. Contractors are required to install **Access Control System** at their own cost to regulate the entry and exit of the contract labour deployed by them as a security measure only.

c) Compliance of Government of India directives:

i. **Pradhan Mantri Suraksha Bima Yojna (PMSBY) and Pradhan Mantri Jeevan Jyoti Bima Yojna (PMJJBY)**

Contractor shall, ensure that all its manpower deployed under this contract have obtained additional insurance coverage under the Pradhan Mantri Suraksha Bima Yojana (PMSBY) and Pradhan Mantri Jeevan Jyoti Bima Yojana (PMJJBY) through the participating banks and submit the proof of such insurance coverage to the satisfaction of COMPANY. The cost of the insurance premium amount for both the above schemes shall be borne by the contractor giving evidence / proof to COMPANY in this respect and Contractor shall suitably consider the same in his bid.

Both the schemes are to be regulated continuously on yearly basis and the same should be renewed on each successive relevant date in subsequent years.

ii. **Payment through Aadhaar Payment Bridge and Employment of Aadhaar Card Holder:**

As per communication received from Ministry of Petroleum and Natural Gas vide letter dated 03.06.2013, Contractors are required to give preference to those contract worker who either have Aadhaar Card or have applied for Aadhaar Card or agreed to apply for Aadhaar Card to establish their genuineness and payments may be made to them through Aadhaar Payment Bridge to the extent possible.

iii. **Labour Identification Number (i.e. LIN) Registration (Mandatory):**

The Unified Shram Suvidha Portal, developed by Government of India, facilitates reporting of Inspections & submission of Returns and has also been envisaged as a single point of contact between employer, employee/ contract worker and enforcement agencies bringing in transparency in their day-to-day interactions. For integration of data among various enforcement Agencies, the Contractor, as an inspectable unit, is required to register and obtain Labour Identification Number (i.e. LIN) from Shram Suvidha Portal and submit the same in COMPANY.

iv. **Pradhan Mantri Rojgar Protsahan Yojna (PMRPY):**

In order to support the Govt. of India's Initiative on Employment Generation, the contractor must register for Pradhan Mantri Rojgar Protsahan Yojna (PMRPY) Scheme. Compliance made under this scheme and any benefits drawn may be informed to COMPANY so as to derive the legitimate Employer's PF Contribution and adjustment thereon.

STANDARD CONDITIONS OF SCC: PART II


A. Maintenance of records and registers:

The Contractor is required to maintain statutory records and registers for applicable labour laws as prescribed under the following rules:

- (i) Ease of Compliance to Maintain Registers under the various Labour Laws, 2017
- (ii) Rationalization of Forms and Reports under Certain Labour Laws Rules, 2017

B. Documents to be submitted by the Agency/contractor to Executive In- Charge at various stages during the currency of the contract:

1. **Immediately after issuance/receiving of Letter of Intent (LOI):**
 - a) Details as required for issuance of **FORM - VII (Notice of Commencement of Work)**
 - b) Application for issuance of **FORM –III (Form of Certificate by Principal Employer)** for obtaining Labour License from Licensing Authority for engaging 20 or more contract workers .
 - c) Copy of **FORM - VI (License)** before commencement of work if 20 or more contract workers are engaged.
 - d) Copy of Provident Fund Registration Certificate issued by concerned Regional Provident Fund Commissioner.
 - e) Copy of Employee State Insurance Registration Certificate issued by concerned ESIC. Where ESI Act is not applicable, copy of Insurance Coverage under Employee Compensation Act, 1923 of appropriate value.
 - f) Copy of **Labour Identification Number (i.e. LIN)** Registration done in **Shram Suvidha Portal** of Govt. of India.
2. **At the time of submission of monthly bills:**
 - a) Copy of **Employee Register in FORM – A** (under The Ease of Compliance to Maintain Registers under various Labour Laws Rules, 2017)
 - b) Copy of **Wage Register in FORM – B** (under The Ease of Compliance to Maintain Registers under various Labour Laws Rules, 2017) duly certified by **authorized representative** of the contractor and **authorised person** in COMPANY certifying as “*Certified that the amount shown in the column No. --- - has been paid to the workman concerned in my presence on----- (date) at ----- (place)*” along with copy of bank statement duly certified by bank as proof of **Cashless Transaction / Payment of wages through e-banking/digital mode.**
 - c) As a part of compliance and proof of depositing Provident Fund, EDLI and ESI contributions the contractor shall submit copies of the **Separate eChallans / ECR**, bank receipts/bank statement in respect of contract workers deployed by them in COMPANY in the previous month in this contract. The documents should also contain details of contract workers, PF account No., ESI No., contributions of contract workers and employer etc.

 Bhagyanagar Gas Limited	Hiring of Marketing Support Services and Customer Care Executives for BGL at Hyderabad, Vijayawada and Kakinada Locations Bid Document No: BGL/644/2025-26	Volume II of II
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- d) Dully filled in “Proforma-PFD”, as per *Annexure-I*
3. **At the time of closure of contract:**
- Indemnity Bond** of Rs. 100/- duly notarized from Notary indemnifying COMPANY from all liabilities w.r.t. the contract labour engaged by the contractor regarding payment of wages, Provident Fund/ESI contributions, Insurance and other statutory payments. Performa Indemnity Bond is enclosed at *Annexure-II*.
 - Copy of the **Wage Register** in **FORM - B** for the last month.
 - Copies of **Service Certificates** issue to contract labour in **FORM VIII**
 - Copy of the ECR related to EPF and ESIC Compliance in respect of Contract labour.
 - Details as required for issuance of **FORM - VII (Notice of Completion of Work)**
 - The final bill amount will be released after completion of closure process.

C. Verifications of bills and documents submitted by the Contractor:

Before making payment of the bill/invoice of the Contractor, the appropriate authority (i.e. Payment Making Authority etc.) in COMPANY, shall verify from the ECRs of PF/ESI, through respective web portals, the detail/status of the payment made by the Contractor. In case the information furnished by the Contractor is found to be incorrect COMPANY shall take appropriate action against the Contractor.

Contract Performance Security (SECURITY DEPOSIT)

The Contractor shall furnish to the Employer, within 15 days from the date of notification of award,

SD/CPBG @ 5% of Total order/contract value in case contract period is less than one year or 5% of Annualized order/contract value in case contract period is more than one year.

Or

Initial security deposit (ISD) @ 2.5% of total order/contract value in case contract period is less than one year or 2.5% of annualize order/contract value in case contract period is more than one year within 30 days of FOA/notification of award and deduction @ 2.5% of the RA bill subsequently from RA bills till the total amount of security deposit (including ISD and deduction amount) reaches 5% of Total order/contract value in case contract period is less than one year or 5% of annualized order/ Contract value in case contract period is more than one year



Bhagyanagar Gas Ltd.
Bhagyanagar Gas
Limited

**Hiring of Marketing Support Services and Customer
Care Executives for BGL at Hyderabad, Vijayawada
and Kakinada Locations**
Bid Document No: BGL/644/2025-26

Volume II of
II

SECTION 9
SCHEDULE OF RATES (SOR)

Hiring of Marketing Support services & Customer care Services on contract basis for BGL at Hyderabad, Vijayawada & Kakinada GA's
Bid Document No: BGL/644/2025-26

Volume II of
II

SCHEDULE OF RATES (SOR)						
Hiring of Marketing Support services & Customer care Services on contract basis for BGL at Hyderabad, Vijayawada & Kakinada GA's						
Tender No: BGL/644/2024-14						
NAME OF THE BIDDER						
SUBJECT: : Tender for Providing Supporting services & Customer Care Executives BGL at Hyderabad, Vijayawada & Kakinada for the period of 12 months						
SOR No	Description of Item (Marketing & CCE manpower for HYD)	Estimated qty	Man months	UOM	Unit Rate (Rs.)	Total Amount (Rs.)
HYDERABAD						
1.0	Assistant Marketing Support Services, Hyderabad (Semi Skilled)	3.00	36.00	MONTH	26587.00	957132.00
2.0	Customer care Executives, Hyderabad (Semi skilled)	4.00	48.00	MONTH	26587.00	1276176.00
TOTAL (RS.):						2233308.00
	Uniform & PPE Kit charges	7.00	12 (1 Year)	MONTH	5000.00	35000.00
	Allowances & Conyance for Marketing Support Services	3.00	12	MONTH	2500.00	90000.00
TOTAL (RS.):						2358308.00
Vijayawada						
SOR No	Description of Item (Marketing & CCE manpower for VJA)	Estimated qty	Man months	UOM	Unit Rate (Rs.)	Total Amount (Rs.)
1.0	Assistant Marketing Support Services/CCE, Vijayawada (Semi Skilled)	1.00	12.00	MONTH	24861.00	298332.00
TOTAL (RS.):						₹ 2,98,332.00
	Uniform & PPE Kit charges	1.00	12 (1 Year)	MONTH	5000.00	5000.00
	Allowances & Conveyance for Marketing Support Services	1.00	12	MONTH	2500.00	30000.00
TOTAL (RS.):						333332.00
Kakinada						
SOR No	Description of Item (Marketing & CCE manpower for KKD)	Estimated qty	Man months	UOM	Unit Rate (Rs.)	Total Amount (Rs.)
1.0	Assistant Marketing Support Services/CCE, Kakinada (Semi Skilled)	1.00	12.00	MONTH	20655.00	247860.00

Sign & Seal Of Bidder



Bhagyanagar Gas
Limited

**HIRING OF MARKETING SUPPORT SERVICES &
CUSTOMER CARE SERVICES ON CONTRACT BASIS
FOR BGL AT HYDERABAD, VIJAYAWADA & KAKINADA
GA'S**

Volume
II of II

Bid Document No. BGL/644/2025-26

					TOTAL (RS.):	247860.00
	Uniform & PPE Kit charges	1.00	12 (1 Year)	MON TH	5000. 00	5000.00
	Allowances & Conveyance for Marketing Support Services	1.00	12	MON TH	2500. 00	30000.00
					TOTAL (RS.):	282860.00
Total for Three Locations					HYD TOTAL	₹ 23,58,308.00
					VJA TOTAL	₹ 3,33,332
					KKD TOTAL	₹ 2,82,860
Total for Three Locations (A)						₹ 29,74,500
Service Charges is Lumpsum (To be Quoted by Bidder)						
Sub Total						
GST @ 18%						
Total amount for all locations inclusive of all Taxes & duties and GST						
<p>Note :1. It is Inclusive of Other Allowances & Conveyance for all locations 2. Wages have been considered as per October 2024 Government Order or CLC notifications. The wages can be revised as per CLC notifications issued time to time.</p>						